

Application No. 10/002,743  
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01702/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,743

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Romain Jeanty

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Date of Deposit: April 18, 2006

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N. Sahadeo  
Nalini P. Sahadeo

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

S I R :

Submitted herewith is a form PTO/SB/08A listing documents  
cited in related applications Serial Nos. 10/002,740, 10/002,742,  
10/002,745 and 10/002,771.

A form PTO-2038 is enclosed to cover the USPTO fee of  
\$180.00 as set forth under 37 CFR 1.17(p) for filing an IDS at  
this stage of prosecution. In addition, authorization is hereby  
given to charge any fees which may be required and for which  
payment has not been submitted, or to credit any overpayment, to  
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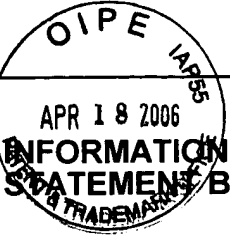
It is respectfully requested that the Examiner return an  
initialed copy of the attached form PTO/SB/08A to confirm that  
the documents listed thereon have all been considered and made of  
record.

Respectfully submitted,

Douglas Holtz  
Reg. No. 33,904

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LH:nps

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**INFORMATION DISCLOSURE STATEMENTS BY APPLICANT**

Sheet	1	of	1
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Application Number	10/002,743
Filing Date	November 2, 2001
First Named Inventor	Toshio UENO
Group Art Unit	3623
Examiner Name	Romain Jeanty
Attorney Docket Number	01702/LH

## U.S. PATENT DOCUMENTS

Exam. Inits <sup>*</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,754,938	A	HERZ et al	05-19-1998	
		5,895,450	A	SLOO	04-20-1999	
		6,073,161	A	DeBOSKEY et al	06-06-2000	
		6,289,333	B1	JAWAHAR et al	09-11-2001	
		2001/0032210	A1	FRANK et al	10-18-2001	
		2002/0035495	A1	SPIRA et al	03-21-2002	
		6,912,502	B1	BUDDLE et al	06-28-2005	

## FOREIGN PATENT DOCUMENTS

Exam Inits <sup>*</sup>	Cite No <sup>1</sup>	Office <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

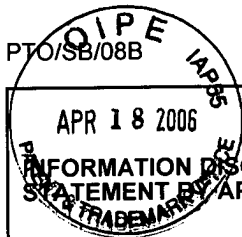
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\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

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DATE MAILED: **April 18, 2006**



<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	Romain Jeanty
Sheet	2	of	2	Attorney Docket Number	01702/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>					
Exam Inits	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>6</sup>
		SANES, Christina "Complaints are hidden treasure"; 9/1993; Journal for Quality & Participation Vol. 16, No. 5; Pages 78-82; ISSN: 1040-9602, Dialog Files 15, Accession No. 00772294.			
		G. KAPPEL, S. Rausch-Schott, W. Retschitzegger,, "Coordination in Workflow Management Systems - A Rule-based Approach", Springer LNCS 1364, 1998.			
Examiner Signature				Date Considered	

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